Appendix 9 to
Eleventh Amendment of
Master Service Agreement

May 31, 2016

Attachment to Data Center Services
Service Component Provider
Master Services Agreement
DIR Contract No. DIR-DCS-SCP-MSA-002

Between

The State of Texas, acting by and through
the Texas Department of Information Resources

and

Atos Governmental IT Outsourcing Services, LLC

Attachment 3-A
Service Level Matrix

INTRODUCTION

This Attachment 3-A to Exhibit 3 (Service Levels) sets forth the following:

1. **For Critical Service Levels (Attachment 3-B)**:
  - the numeric measurements for Minimum Service Levels and Expected Service Levels;
  - the timing regarding the commencement of obligations for each Critical Service Level
  - a cross-reference to Attachment 3-B (SLA Definitions-Tools-Methodologies) where the qualitative description of the
    Performance Category and the associated Critical Service Level can be found

2. **For Key Measurements (Attachment 3-B):**
  - the numeric measurements for Minimum Service Levels and Expected Service Levels;
  - a cross-reference to Attachment 3-B (SLA Definitions-Tools-Methodologies) where the qualitative description of the
    Performance Category and the associated Key Measurement can be found

3. **For One Time Deliverables (Attachment 3-C):**
  - the timing regarding the commencement of obligations for each One Time Deliverable
  - a cross-reference to Attachment 3-C (Critical Deliverables) where the qualitative description of the One Time Deliverable can be found
  - designation in columns H through M with an "x" indicating to which Service Component(s) of the RFO a One Time Critical Deliverable will apply

4. **For Recurring Deliverables (Attachment 3-C):**
  - the timing regarding the commencement of obligations for each Recurring Deliverable
  - a cross-reference to Attachment 3-C (Recurring Deliverables) where the qualitative description of the Recurring Deliverable can be found
  - designation in columns I through N with an "x" indicating to which Service Component(s) of the RFO a Recurring Critical Deliverable
    will apply

Change Log

CCR	Date	Description of Change	Comments
99	2/1/2014	Annual Refresh Forecast Date CMDB Reporting for NW, MF, and DC	Changed "Annual Software & Equipment Refresh Plan" to "Annual Software & Equipment Refresh Forecast" and changed due date to align with Attachment 20-A Changed metric reporting periods for NW, MF, and DC SLAs from Monthly to
109	3/21/2014	Server Sev 1 and 2 Combination	Update Attachment 3-A to combine Resolution Time Sev 1 and Sev 2 SLAs, and combine the associated 'Allocation' and '% of Invoice', effective 02/01/2014.
146	02/16/2015	2014 Continuous Improvement Plan	* Update to reflect the revised MSL and ESL per 2014 Continuous Improvement * Updated technology and refresh delivery dates on Recurring Delivery tab -
167	08/10/2015	Root Cause Analysis	* Updated Root Cause Analysis Delivery on each Key Measurements tab as the SDSG approved the Law of Low Numbers in April 2015. *Changed "Xerox State and Local Solutions, Inc." to "Atos Governmental IT Outsourcing Services, LLC"
XXXX	12/01/2015	2015 Continuous Improvement Plan	Update to reflect the revised MSL and ESL per 2015 Continuous Improvement
XXX	05/11/2016	HCI	* Added Semi-Managed Availability SLA * Note: CMDB Reconciliation SLAs will be deleted FY 2017 for DC, NW, and MF (Attachments 3-A and 3-B will be updated in the future)

Critical Service Level Matrix - SERVER

		10%
At-Risk Amount		10%
Pool Percentage Available for Allocation		200%

200% <- Checksum - must equal Pool Percentage

Ref	Service Level Categories	Comm + mos[1]	Effective Jul 2016 - Jun 2017 Expected[2]	Minimum[3]	Effective Jul 2015 - Jun 2016 Expected[2]	Minimum[3]	Effective Jul 2014 - Jun 2015 Expected[2]	Minimum[3]	Effective Jul 2012 - Jun 2014 Expected[2]	Minimum[3]	Measurement Window	SLA Type	Share Type	Allocation	% of Invoice	Low Volume Alternative Calculation[6]	Volume (Denominator) 1-25	Volume (Denominator) 26-60	Volume (Denominator) 61-100
1.1	**Availability**																		
	Allocation of Pool Percentage:	84%																	
S1.1.1	Servers - Platinum Tier Availability	0			99.95%	99.90%	99.95%	99.90%	99.95%	99.90%	Monthly	CSL	S	10.00%	0.84%	No	-	-	-
S1.1.2	Servers - Gold Tier Availability - Consolidated	0			99.92%	99.82%	99.91%	99.81%	99.90%	99.80%	Monthly	CSL	S	19.00%	1.60%	No	-	-	-
S1.1.3	Servers - Silver Tier Availability - Consolidated	0			99.88%	99.77%	99.87%	99.76%	99.85%	99.75%	Monthly	CSL	S	16.00%	1.34%	No	-	-	-
S1.1.4	Servers - Bronze Tier Availability - Consolidated	0			99.80%	99.69%	99.78%	99.67%	99.75%	99.65%	Monthly	CSL	S	16.00%	1.34%	No	-	-	-
S1.1.5	Servers - Gold Tier Availability - Non-Consolidated	0			99.88%	99.77%	99.87%	99.76%	99.85%	99.75%	Monthly	CSL	S	11.00%	0.92%	No	-	-	-
S1.1.6	Servers - Silver Tier Availability - Non-Consolidated	0			99.84%	99.73%	99.82%	99.72%	99.80%	99.70%	Monthly	CSL	S	9.00%	0.76%	No	-	-	-
S1.1.7	Servers - Bronze Tier Availability - Non-Consolidated	0			99.76%	99.64%	99.73%	99.62%	99.70%	99.60%	Monthly	CSL	S	9.00%	0.76%	No	-	-	-
S1.1.8	Federal Application Availability	0			99.92%	99.91%	99.91%	99.91%	99.90%	99.90%	Monthly	CSL	S	5.00%	0.42%	No	-	-	-
S1.1.12	Servers - Semi-Managed Availability	51	99.50%	99.30%	N/A	N/A	N/A	N/A	N/A	N/A	Monthly	CSL	S	5.00%	0.42%	No	-	-	-
									Checksum ->	100.00%									
1.2	**Incident and Problem**																		
	Allocation of Pool Percentage:	32%																	
R1.2.1S	Resolution Time - Sev 1 and 2- Server	0			97.98%	96.39%	97.75%	96.20%	97.50%	96.00%	Monthly	CSL	R	80.00%	2.56%	Yes	1 Miss = ESL 2 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL
R1.2.3S	Resolution Time - Sev 3 and 4 - Server	0			97.98%	96.39%	97.75%	96.20%	97.50%	96.00%	Monthly	CSL	R	20.00%	0.64%	Yes	1 Miss = ESL 2 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL
									Checksum ->	100.00%									
1.3	**Cross Functional**																		
	Allocation of Pool Percentage:	63%																	
R1.3.1S	Service Request Fulfillment - Server	0			95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	R	18.00%	1.13%	Yes	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-5 Misses = ESL 6-10 Misses = MSL
R1.3.2S	Solution Proposal Delivery - Server	2			95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	R	18.00%	1.13%	No	-	-	-
R1.3.3S	Solution Implementation - Server	0			95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	R	18.00%	1.13%	No	-	-	-
R1.3.4S	CMDB Reconciliation - Server	4			98.38%	95.49%	98.20%	95.25%	98.00%	95.00%	Monthly	CSL	R	18.00%	1.13%	No	-	-	-
R1.3.5S	License and Maintenance Renewal Timeliness - Server	0			99.19%	98.20%	99.10%	98.10%	99.00%	98.00%	Monthly	CSL	R	10.00%	0.63%	Yes	Attachment 3-B	Attachment 3-B	Attachment 3-B
R1.3.6S	Invoice Dispute Resolution - Server	0			95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	R	18.00%	1.13%	Yes	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-5 Misses = ESL 6-10 Misses = MSL
									Checksum ->	100.00%									
1.4	**Other Service Delivery**																		
	Allocation of Pool Percentage:	21%																	
U1.4.1S	Successful Backups - Consolidated - Server	0			99.19%	97.29%	99.10%	97.15%	99.00%	97.00%	Monthly	CSL	U	40.00%	0.84%	No	-	-	-
U1.4.2S	Successful Backups - Non-Consolidated - Server	0			97.57%	95.49%	97.30%	95.25%	97.00%	95.00%	Monthly	CSL	U	25.00%	0.53%	No	-	-	-
U1.4.3S	Successful Recoveries - Server	0			99.19%	98.20%	99.10%	98.10%	99.00%	98.00%	Monthly	CSL	U	35.00%	0.74%	Yes	1 Miss = ESL 2 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL
									Checksum ->	100.00%									

Notes:
(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.
(2) ESL shall have the same meaning as Expected Service Level.
(3) MSL shall have the same meaning as Minimum Service Level.
(4) The SLA result will initially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

Key Measurements Matrix - SERVER

Ref	Service Level Categories	Comm + mos[1]	Effective Jul 2015-Jun 2016		Effective Jul 2014-Jun 2015		Effective Jul 2012-Jun 2014		Measurement Window	SLA Ty	Share Type	Low Volume Alternative Calculation[4]	Volume (Denominator) 1-9	Volume (Denominator) 10-25
			Expected[2]	Minimum[3]	Expected[2]	Minimum[3]	Expected[2]	Minimum[3]						
2.1	**Incident and Problem**													
R2.1.1S	Root Cause Analysis Delivery - Server	0	98.38%	96.39%	98.20%	96.20%	98.00%	96.00%	Monthly	KM	R	Yes	Attachment 3-B	Attachment 3-B
R2.1.2S	Corrective Actions - Server	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R	No	-	-
2.2	**Cross Functional**													
R2.2.1S	Change Management Effectiveness - Server	0	96.76%	93.68%	96.40%	93.35%	96.00%	93.00%	Monthly	KM	R	Yes	1 Miss = ESL 2 Misses = MSL	1 Miss = ESL 2 Misses = MSL
R2.2.2S	DR Test Report Delivery - Server	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R	Yes	1 Miss = MSL	-
R2.2.3S	DR Test Plan Objectives Met - Server	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R	Yes	1 Miss = MSL	-
2.3	**Other Service Delivery SLAs**													
U2.3.3S	Off-Site Media Management - Server	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	U	No	-	-

Notes:
(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.
(2) ESL shall have the same meaning as Expected Service Level.
(3) MSL shall have the same meaning as Minimum Service Level.
(4) The SLA result will intially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

Critical Service Level Matrix - DATA CENTER

At-Risk Amount				10%			
Pool Percentage Available for Allocation				100%	100%	<- Checksum - must equal Pool Percentage	

Ref	Service Level Categories	Comm + mos[1]	Effective Jul 2015 - Jun 2016		Effective Jul 2014 - Jun 2015		Effective Jul 2012 - Jun 2014		Measurement Window	SLA Type	Share Type	Alloc ati	% of Invoice	Low Volume Alternative Calculation[4]	Volume (Denominator) 1-25
			Expected[2]	Minimum[3]	Expected[2]	Minimum[3]	Expected[2]	Minimum[3]							
1.1	**Availability**														
	Allocation of Pool Percentage:	30%													
S1.1.11	Data Center Availability	0	99.92	99.77	99.91	99.76	99.90%	99.75%	Monthly	CSL	S	##	3.00%	No	-
							Checksum ->	##							
1.2	**Incident and Problem**														
	Allocation of Pool Percentage:	25%													
R1.2.4D	Resolution Time - Sev 1/2/3/4 - Data Center	0	97.98%	96.39%	97.75%	96.20%	97.50%	96.00%	Monthly	CSL	R	##	2.50%	Yes	1 Miss = ESL 2 Misses = MSL
							Checksum ->	##							
1.3	**Cross Functional**														
	Allocation of Pool Percentage:	20%													
R1.3.1D	Service Request Fulfillment - Data Center	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	R	##	0.36%	Yes	1 Miss = ESL 2 Misses = MSL
R1.3.2D	Solution Proposal Delivery - Data Center	0	95.50%	90.50%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	R	##	0.36%	No	-
R1.3.3D	Solution Implementation - Data Center	0	95.00%	90.00%	95.00%	90.00%	95.00%	90.00%	Monthly	CSL	R	##	0.36%	No	-
R1.3.4D	CMDB Reconciliation - Data Center	4	98.38%	95.49%	98.20%	95.25%	98.00%	95.00%	Annually	CSL	R	##	0.36%	No	-
R1.3.5D	License and Maintenance Renewal Timeliness - Data Center	0	99.00%	98.00%	99.00%	98.00%	99.00%	98.00%	Monthly	CSL	R	##	0.36%	Yes	Attachment 3-B
R1.3.6D	Invoice Dispute Resolution - Data Center	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	R	##	0.20%	Yes	1 Miss = ESL 2 Misses = MSL
							Checksum ->	##							
1.4	**Other Service Delivery**														
	Allocation of Pool Percentage:	25%													
U1.4.4D	Off-Site Media Management - Data Center	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	U	##	2.50%	No	-
							Checksum ->	100.00%							

Notes:
(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.
(2) ESL shall have the same meaning as Expected Service Level.
(3) MSL shall have the same meaning as Minimum Service Level.
(4) The SLA result will intially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

Key Measurements Matrix - DATA CENTER

Ref	Service Level Categories	Comm + mos[1]	Effective Jul 2015 - Jun 2016 Expected[2]	Effective Jul 2015 - Jun 2016 Minimum[3]	Effective Jul 2014 - Jun 2015 Expected[2]	Effective Jul 2014 - Jun 2015 Minimum[3]	Effective Jul 2012 - Jun 2014 Expected[2]	Effective Jul 2012 - Jun 2014 Minimum[3]	Measurement Window	SL A Ty	Share Type		Low Volume Alternative Calculation[4]	Volume (Denominator) 1-9	Volume (Denominator) 10-25
2.1	**Incident and Problem**														
R2.1.1D	Root Cause Analysis Delivery - Data Center	0	98.20%	96.20%	98.20%	96.20%	98.00%	96.00%	Monthly	KM	R		Yes	Attachment 3-B	Attachment 3-B
R2.1.2D	Corrective Actions - Data Center	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R		No	-	-
2.2	**Cross Functional**														
R2.2.1D	Change Management Effectiveness - Data Center	0	96.76%	93.68%	96.40%	93.35%	96.00%	93.00%	Monthly	KM	R		Yes	1 Miss = ESL 2 Misses = MSL	1 Miss = ESL 2 Misses = MSL
R2.2.2D	DR Test Report Delivery - Data Center	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R		Yes	1 Miss = MSL	-
R2.2.3D	DR Test Plan Objectives Met - Data Center	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R		Yes	1 Miss = MSL	-

Notes:
(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.
(2) ESL shall have the same meaning as Expected Service Level.
(3) MSL shall have the same meaning as Minimum Service Level.
(4) The SLA result will intially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

Critical Service Level Matrix - NETWORK

At-Risk Amount		10%
Pool Percentage Available for Allocation		100%

100%   <- Checksum - must equal Pool Percentage

Ref	Service Level Categories	Comm + mos[1]	Effective Jul 2015 - Jun 2016		Effective Jul 2014 - Jun 2015		Effective Jul 2012 - Jun 2014		Measurement Window	SLA Type	Share Type	All oc ati	% of Invoice	Low Volume Alternative Calculation[4]	Volume (Denominator) 1-25
			Expected[2]	Minimum[3]	Expected[2]	Minimum[3]	Expected[2]	Minimum[3]							
1.1	**Availability**														
	Allocation of Pool Percentage:	30%													
S1.1.10	Network Availability	0	99.99%	99.95%	99.99%	99.95%	99.99%	99.95%	Monthly	CSL	S	##	3.00%	No	-
											Checksum ->	##			
1.2	**Incident and Problem**														
	Allocation of Pool Percentage:	25%													
R1.2.4N	Resolution Time - Sev 1/2/3/4 - Network	0	97.98%	96.39%	97.75%	96.20%	97.50%	96.00%	Monthly	CSL	R	##	2.50%	Yes	1 Miss = ESL 2 Misses = MSL
											Checksum ->	##			
1.3	**Cross Functional**														
	Allocation of Pool Percentage:	45%													
R1.3.1N	Service Request Fulfillment - Network	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	R	##	0.68%	Yes	1 Miss = ESL 2 Misses = MSL
R1.3.2N	Solution Proposal Delivery - Network	0	95.00%	90.00%	95.00%	90.00%	95.00%	90.00%	Monthly	CSL	R	##	0.68%	No	-
R1.3.3N	Solution Implementation - Network	0	95.00%	90.00%	95.00%	90.00%	95.00%	90.00%	Monthly	CSL	R	##	0.68%	No	-
R1.3.4N	CMDB Reconciliation - Network	4	98.38%	95.49%	98.20%	95.25%	98.00%	95.00%	Annually	CSL	R	##	0.90%	No	-
R1.3.5N	License and Maintenance Renewal Timeliness - Network	0	99.00%	98.00%	99.00%	98.00%	99.00%	98.00%	Monthly	CSL	R	##	0.45%	Yes	Attachment 3-B
R1.3.6N	Invoice Dispute Resolution - Network	0	95.00%	90.00%	95.00%	90.00%	95.00%	90.00%	Monthly	CSL	R	##	0.23%	Yes	1 Miss = ESL 2 Misses = MSL
R1.3.7N	Change Management Effectiveness - Network	0	96.76%	93.68%	96.40%	93.35%	96.00%	93.00%	Monthly	CSL	R	##	0.90%	Yes	1 Miss = ESL 2 Misses = MSL
											Checksum ->	100.00%			

Notes:
(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.
(2) ESL shall have the same meaning as Expected Service Level.
(3) MSL shall have the same meaning as Minimum Service Level.
(4) The SLA result will intially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

Key Measurements Matrix - NETWORK

Ref	Service Level Categories	Comm + mos[1]	Effective Jul 2015 - Jun 2016		Effective Jul 2014 - Jun 2015		Effective Jul 2012 - Jun 2014		Measurement Window	SLA Type	Share Type		Low Volume Alternative Calculation[4]	Volume (Denominator) 1-9	Volume (Denominator) 10-25
			Expected[2]	Minimum[3]	Expected[2]	Minimum[3]	Expected[2]	Minimum[3]							
2.1	**Incident and Problem**														
R2.1.1N	**Root Cause Analysis Delivery - Network**	0	98.38%	96.39%	98.20%	96.20%	98.00%	96.00%	Monthly	KM	R		Yes	Attachment 3-B	Attachment 3-B
R2.1.2N	Corrective Actions - Network	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R		No	-	-
2.2	**Cross Functional**														
R2.2.2N	**DR Test Report Delivery - Network**	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R		Yes	1 Miss = MSL	-
R2.2.3N	**DR Test Plan Objectives Met - Network**	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R		Yes	1 Miss = MSL	-

Notes:

(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.

(2) ESL shall have the same meaning as Expected Service Level.

(3) MSL shall have the same meaning as Minimum Service Level.

(4) The SLA result will intially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

Critical Service Level Matrix - MAINFRAME

At-Risk Amount		10%
Pool Percentage Available for Allocation		100%

100%   <- Checksum - must equal Pool Percentage

Ref	Service Level Categories	Comm + mos[1]	Effective Jul 2015 - Jun 2016		Effective Jul 2014 - Jun 2015		Effective Jul 2012 - Jun 2014		Measurement Window	SLA Type	Share Type	Alloc ati	% of Invoice	Low Volume Alternative Calculation[4]	Volume (Denominator) 1-25
			Expected[2]	Minimum[3]	Expected[2]	Minimum[3]	Expected[2]	Minimum[3]							
1.1	**Availability**														
	Allocation of Pool Percentage:	30%													
S1.1.9	Mainframe Availability	0	99.92%	99.73%	99.91%	99.72%	99.90%	99.70%	Monthly	CSL	S	##	3.00%	No	-
											Checksum ->	##			
1.2	**Incident and Problem**														
	Allocation of Pool Percentage:	15%													
R1.2.4M	Resolution Time - Sev 1/2/3/4 - Mainframe	0	97.98%	96.39%	97.75%	96.20%	97.50%	96.00%	Monthly	CSL	R	##	1.50%	Yes	1 Miss = ESL 2 Misses = MSL
											Checksum ->	##			
1.3	**Cross Functional**														
	Allocation of Pool Percentage:	35%													
R1.3.1M	Service Request Fulfillment - Mainframe	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	R	##	0.63%	Yes	1 Miss = ESL 2 Misses = MSL
R1.3.2M	Solution Proposal Delivery - Mainframe	0	95.50%	90.50%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	R	##	0.63%	No	-
R1.3.3M	Solution Implementation - Mainframe	0	95.00%	90.00%	95.00%	90.00%	95.00%	90.00%	Monthly	CSL	R	##	0.63%	No	-
R1.3.4M	CMDB Reconciliation - Mainframe	4	98.38%	95.49%	98.20%	95.25%	98.00%	95.00%	Annually	CSL	R	##	0.35%	No	-
R1.3.5M	License and Maintenance Renewal Timeliness - Mainframe	0	99.00%	98.00%	99.00%	98.00%	99.00%	98.00%	Monthly	CSL	R	##	0.63%	Yes	Attachment 3-B
R1.3.6M	Invoice Dispute Resolution - Mainframe	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	CSL	R	##	0.63%	Yes	1 Miss = ESL 2 Misses = MSL
											Checksum ->	##			
1.4	**Other Service Delivery**														
	Allocation of Pool Percentage:	20%													
U1.4.1M	Successful Backups - Consolidated - Mainframe	0	99.19%	97.29%	99.10%	97.15%	99.00%	97.00%	Monthly	CSL	U	##	1.00%	No	-
U1.4.3M	Successful Recoveries - Mainframe	0	99.19%	98.20%	99.10%	98.10%	99.00%	98.00%	Monthly	CSL	U	##	1.00%	Yes	1 Miss = ESL 2 Misses = MSL
											Checksum ->	100.00%			

Notes:
(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.
(2) ESL shall have the same meaning as Expected Service Level.
(3) MSL shall have the same meaning as Minimum Service Level.
(4) The SLA result will intially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

Key Measurements Matrix - MAINFRAME

Ref	Service Level Categories	Comm + mos[1]	Effective Jul 2015 - Jun 2016		Effective Jul 2014 - Jun 2015		Effective Jul 2012 - Jun 2014		Measurement Window	SLA Ty	Share Type	Low Volume Alternative Calculation[4]	Volume (Denominator) 1-9	Volume (Denominator) 10-25
			Expected[2]	Minimum[3]	Expected[2]	Minimum[3]	Expected[2]	Minimum[3]						
2.1	**Incident and Problem**													
R2.1.1M	Root Cause Analysis Delivery - Mainframe	0	98.38%	96.39%	98.20%	96.20%	98.00%	96.00%	Monthly	KM	R	Yes	Attachment 3-B	Attachment 3-B
R2.1.2M	Corrective Actions - Mainframe	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R	No	-	-
2.2	**Cross Functional**													
R2.2.1M	Change Management Effectiveness - Mainframe	0	96.76%	93.68%	96.40%	93.35%	96.00%	93.00%	Monthly	KM	R	Yes	1 Miss = ESL 2 Misses = MSL	1 Miss = ESL 2 Misses = MSL
R2.2.2M	DR Test Report Delivery - Mainframe	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R	Yes	1 Miss = MSL	-
R2.2.3M	DR Test Plan Objectives Met - Mainframe	0	95.95%	90.98%	95.50%	90.50%	95.00%	90.00%	Monthly	KM	R	Yes	1 Miss = MSL	-
2.3	**Other Service Delivery**													
U2.3.5M	Batch Processing Completed within Window	0	99.60%	99.10%	99.50%	99.00%			Monthly	KM	U	No	-	-

Notes:
(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.
(2) ESL shall have the same meaning as Expected Service Level.
(3) MSL shall have the same meaning as Minimum Service Level.
(4) The SLA result will intially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

One Time Critical Deliverables

Attachment 3-C Section Reference	Critical Deliverable Description	Final Due Date[1]	Acceptance Review Period	Deliverable ($s)[2]	Frequency Credit Applied	An "x" indicates the Service Component a Recurring Deliverable will apply to[2]					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
1.1	Complete Asset Inventory and CMDB Initial Data Population	+ 4	30 days after final due date	$75,000	monthly	x	x	x	x	x	x
1.2	Transition Readiness Plan	- 1	7 days after final due date	$50,000	weekly	x	x	x	x	x	x
1.3	Transition Plan	(1) Effective + 2 (2) August 19, 2012	30 days after final due date	$60,000	monthly	x	x	x	x	x	x
1.4	Transformation Plan	(1) Effective + 4 (2) + 4	30 days after final due date	$75,000	monthly	x	x	x	x	x	x
1.5	Service Management Manual	(1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6	30 days after final due date	$45,000	monthly	x	x	x	x	x	x
1.6	New Customer Integration Plan	+ 12	30 days after final due date	$5,000	monthly	x	x	x	x	x	x
1.7	Updated Disaster Recovery Plans	(1) + 0 (2) + 6	30 days after final due date	$45,000	monthly	x	x	x	x	x	x
1.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
1.9	Consolidated Data Center Network Improvement Plan	(1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to Attachment 20A	30 days after final due date	N/A	monthly	x	N/A	N/A	N/A	N/A	x

Notes:
(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due
(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Attachment 3-C Section Reference	Recurring Deliverable Description		Final Due Date[1]	Acceptance Review Period	Deliverable ($s)[2]	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to[2]					
							MSI	Mainframe	Server	Print & Mail	Data Center	Network
2.1	Annual Technology Plan		Annually on July 15th	30 days after final due date	$50,000	monthly	x	x	x	x	x	x
2.2	Annual Transformation Plan		Annually on May 1st	30 days after final due date	$55,000	monthly	x	N/A	x	N/A	N/A	x
2.3	Technology Roadmap for Equipment and Software		Annually on July 15th	30 days after final due date	$50,000	monthly	x	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Forecast		In accordance with **Attachment 20-A**	30 days after final due date	$50,000	monthly	x	x	x	x	x	x
2.5	Annual Security Plan		Annually on October 1st	30 days after final due date	$50,000	monthly	x	x	x	x	x	x
2.6	Security Assessment Remediation		In accordance with **Attachment 17-C**	30 days after final due date	$50,000	monthly	x	x	x	x	x	x
2.7	CMDB Configuration Item Reconciliation		Upon first anniversary of Commencement; Annually on July 1st thereafter	30 days after final due date	$50,000	monthly	x	x	x	N/A	N/A	x
2.8	< Intentionally Left Blank >						x	N/A	N/A	N/A	N/A	N/A
2.9	< Intentionally Left Blank >						x	N/A	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan		Three (3) months after completion of 2.9	30 days after final due date	$50,000	monthly	x	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule		Three (3) months after Commencement and annually thereafter	30 days after final due date	$57,000	monthly	x	x	x	x	x	x
2.12	Security Patch Compliance Report		Three (3) months after Commencement; on October 1st annually thereafter	30 days after final due date	$50,000	monthly	x	N/A	x	N/A	N/A	x

Notes:
(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due
(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

One Time Critical Deliverables

Attachment 3-C Section Reference	Critical Deliverable Description	Final Due Date[1]	Acceptance Review Period	Deliverable Credit[2]	Frequency Credit Applied	An "x" indicates the Service Component a Recurring Deliverable will apply to[2]					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
1.1	Complete Asset Inventory and CMDB Initial Data Population	+ 4	30 days after final due date	$15,000	monthly	x	x	x	x	x	x
1.2	Transition Readiness Plan	- 1	7 days after final due date	$7,500	weekly	x	x	x	x	x	x
1.3	Transition Plan	(1) Effective + 2 (2) August 19, 2012	30 days after final due date	$8,000	monthly	x	x	x	x	x	x
1.4	Transformation Plan	(1) Effective + 4 (2) + 4	30 days after final due date	$15,000	monthly	x	x	x	x	x	x
1.5	Service Management Manual	(1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6	30 days after final due date	$8,000	monthly	x	x	x	x	x	x
1.6	New Customer Integration Plan	+ 12	30 days after final due date	$4,000	monthly	x	x	x	x	x	x
1.7	Updated Disaster Recovery Plans	(1) + 0 (2) + 6	30 days after final due date	$8,000	monthly	x	x	x	x	x	x
1.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
1.9	Consolidated Data Center Network Improvement Plan	(1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to Attachment 20A	30 days after final due date	N/A	monthly	x	N/A	N/A	N/A	N/A	x

Notes:
(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due
(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Attachment 3-C Section Reference	Recurring Deliverable Description		Final Due Date[1]	Acceptance Review Period	Deliverable Credit[2]	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to[2]					
							MSI	Mainframe	Server	Print & Mail	Data Center	Network
2.1	Annual Technology Plan		Annually on July 15th	30 days after final due date	$12,500	monthly	x	x	x	x	x	x
2.2	Annual Transformation Plan		Annually on May 1st	30 days after final due date	N/A	monthly	x	N/A	x	N/A	N/A	x
2.3	Technology Roadmap for Equipment and Software		Annually on July 15th	30 days after final due date	$12,500	monthly	x	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Forecast		In accordance with **Attachment 20-A**	30 days after final due date	$12,500	monthly	x	x	x	x	x	x
2.5	Annual Security Plan		Annually on October 1st	30 days after final due date	$12,500	monthly	x	x	x	x	x	x
2.6	Security Assessment Remediation		In accordance with **Attachment 17-C**	30 days after final due date	$12,500	monthly	x	x	x	x	x	x
2.7	CMDB Configuration Item Reconciliation		Upon first anniversary of Commencement; Annually on July 1st thereafter	30 days after final due date	N/A	monthly	x	x	x	N/A	N/A	x
2.8	< Intentionally Left Blank >						x	N/A	N/A	N/A	N/A	N/A
2.9	< Intentionally Left Blank >						x	N/A	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan		Three (3) months after completion of 2.9	30 days after final due date	$12,500	monthly	x	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule		Three (3) months after Commencement and annually thereafter	30 days after final due date	$15,000	monthly	x	x	x	x	x	x
2.12	Security Patch Compliance Report		Three (3) months after Commencement; on October 1st annually thereafter	30 days after final due date	N/A	monthly	x	N/A	x	N/A	N/A	x

Notes:
(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due
(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

One Time Critical Deliverables

Attachment 3-C Section Reference	Critical Deliverable Description	Final Due Date[1]	Acceptance Review Period	Deliverable Credit[2]	Frequency Credit Applied	An "x" indicates the Service Component a Recurring Deliverable will apply to[2]					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
1.1	Complete Asset Inventory and CMDB Initial Data Population	+ 4	30 days after final due date	$3,000	monthly	x	x	x	x	x	x
1.2	Transition Readiness Plan	- 1	7 days after final due date	$2,000	weekly	x	x	x	x	x	x
1.3	Transition Plan	(1) Effective + 2 (2) August 19, 2012	30 days after final due date	$3,000	monthly	x	x	x	x	x	x
1.4	Transformation Plan	(1) Effective + 4 (2) + 4	30 days after final due date	$3,000	monthly	x	x	x	x	x	x
1.5	Service Management Manual	(1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6	30 days after final due date	$2,000	monthly	x	x	x	x	x	x
1.6	New Customer Integration Plan	+ 12	30 days after final due date	$1,000	monthly	x	x	x	x	x	x
1.7	Updated Disaster Recovery Plans	(1) + 0 (2) + 6	30 days after final due date	$3,000	monthly	x	x	x	x	x	x
1.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
1.9	Consolidated Data Center Network Improvement Plan	(1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to Attachment 20A	30 days after final due date	$8,000	monthly	x	N/A	N/A	N/A	N/A	x

Notes:
(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due
(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Attachment 3-C Section Reference	Recurring Deliverable Description	Final Due Date[1]	Acceptance Review Period	Deliverable Credit[2]	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to[2]					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
2.1	Annual Technology Plan	Annually on July 15th	30 days after final due date	$3,500	monthly	x	x	x	x	x	x
2.2	Annual Transformation Plan	Annually on May 1st	30 days after final due date	$3,500	monthly	x	N/A	x	N/A	N/A	x
2.3	Technology Roadmap for Equipment and Software	Annually on July15th	30 days after final due date	$5,000	monthly	x	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Forecast	In accordance with **Attachment 20-A**	30 days after final due date	$3,500	monthly	x	x	x	x	x	x
2.5	Annual Security Plan	Annually on October 1st	30 days after final due date	$3,500	monthly	x	x	x	x	x	x
2.6	Security Assessment Remediation	In accordance with **Attachment 17-C**	30 days after final due date	$5,000	monthly	x	x	x	x	x	x
2.7	CMDB Configuration Item Reconciliation	Upon first anniversary of Commencement; Annually on July 1st thereafter	30 days after final due date	$3,500	monthly	x	x	x	N/A	N/A	x
2.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.9	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan	Three (3) months after completion of 2.9	30 days after final due date	$3,500	monthly	x	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule	Three (3) months after Commencement and annually thereafter	30 days after final due date	$4,000	monthly	x	x	x	x	x	x
2.12	Security Patch Compliance Report	Three (3) months after Commencement; on October 1st annually thereafter	30 days after final due date	$5,000	monthly	x	N/A	x	N/A	N/A	x

Notes:
(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due
(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

One Time Critical Deliverables

Attachment 3-C Section Reference	Critical Deliverable Description	Final Due Date[1]	Acceptance Review Period	Deliverable Credit[2]	Frequency Credit Applied	An "x" indicates the Service Component a Recurring Deliverable will apply to[2]					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
1.1	Complete Asset Inventory and CMDB Initial Data Population	+ 4	30 days after final due date	$30,000	monthly	x	x	x	x	x	x
1.2	Transition Readiness Plan	- 1	7 days after final due date	$21,000	weekly	x	x	x	x	x	x
1.3	Transition Plan	(1) Effective + 2 (2) August 19, 2012	30 days after final due date	$25,000	monthly	x	x	x	x	x	x
1.4	Transformation Plan	(1) Effective + 4 (2) + 4	30 days after final due date	$25,000	monthly	x	x	x	x	x	x
1.5	Service Management Manual	(1) Effective + 2 (2) - 0.5 (2b) + 1.5	30 days after final due date	$10,000	monthly	x	x	x	x	x	x
1.6	New Customer Integration Plan	+ 12	30 days after final due date	$5,000	monthly	x	x	x	x	x	x
1.7	Updated Disaster Recovery Plans	(1) + 0 (2) + 6	30 days after final due date	$27,000	monthly	x	x	x	x	x	x
1.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
1.9	Consolidated Data Center Network Improvement Plan	(1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to	30 days after final due date	N/A	monthly	x	N/A	N/A	N/A	N/A	x

Notes:
(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due
(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Attachment 3-C Section Reference	Recurring Deliverable Description		Final Due Date[1]	Acceptance Review Period	Deliverable Credit[2]	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to[2]					
							MSI	Mainframe	Server	Print & Mail	Data Center	Network
2.1	Annual Technology Plan		Annually on July 15th	30 days after final due date	$25,000	monthly	x	x	x	x	x	x
2.2	Annual Transformation Plan		Annually on May 1st	30 days after final due date	N/A	monthly	x	N/A	x	N/A	N/A	x
2.3	Technology Roadmap for Equipment and Software		Annually on July15th	30 days after final due date	$25,000	monthly	x	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Forecast		In accordance with **Attachment 20-A**	30 days after final due date	$25,000	monthly	x	x	x	x	x	x
2.5	Annual Security Plan		Annually on October 1st	30 days after final due date	$25,000	monthly	x	x	x	x	x	x
2.6	Security Assessment Remediation		In accordance with **Attachment 17-C**	30 days after final due date	$25,000	monthly	x	x	x	x	x	x
2.7	CMDB Configuration Item Reconciliation		Upon first anniversary of Commencement; Annually on July 1st thereafter	30 days after final due date	$25,000	monthly	x	x	x	N/A	N/A	x
2.8	< Intentionally Left Blank >						x	N/A	N/A	N/A	N/A	N/A
2.9	< Intentionally Left Blank >						x	N/A	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan		Three (3) months after completion of 2.9	30 days after final due date	$25,000	monthly	x	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule		Three (3) months after Commencement and annually thereafter	30 days after final due date	$27,000	monthly	x	x	x	x	x	x
2.12	Security Patch Compliance Report		Three (3) months after Commencement; on October 1st annually thereafter	30 days after final due date	N/A	monthly	x	N/A	x	N/A	N/A	x

Notes:
(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due
(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component